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TO: **Economic Support Supervisors
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W-2 Agencies**

FROM: Amy Mendel-Clemens
CARES Call Center
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BWP/BIMA OPERATIONS MEMO

No.: 02-60
File: 4200
Date: 10/25/2002

Non W-2 W-2 CC

PRIORITY: High

SUBJECT: **Emergency Assistance Policy For Denial Tracking**

NOTE > Agencies are required to share this information with all subcontractors.

CROSS REFERENCE: Emergency Assistance Manual Material (*Currently in the IM Manual, but will be moved the to W-2 Manual with the 02-02 release.*)

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to provide information regarding the new policy requiring agencies to track denials for Emergency Assistance (EA). This memo also outlines the procedure for tracking denials in the new Emergency Assistance Tracking System (EATS).

BACKGROUND

Previously, DWD has not required agencies to track denials for EA grants. DWD reviewed this policy during the development of the new, internet-based Emergency Assistance Tracking

System (EATS). As of October 1, 2002, agencies began using EATS to track receipt of all EA grants and to verify EA receipt within the appropriate time limits. In addition, agencies are now required to enter EA denials into the new tracking system.

NEW POLICY:

TRACKING DENIALS IN EATS

Everyone has the right to apply for an Emergency Assistance Grant, and agencies must inform potential applicants of their right to apply. In cases where the EA staff person finds an applicant ineligible and issues a negative notice, the staff person must then enter the EA group into EATS as a denied grant.

To enter a denied grant in EATS, go to the "New" tab to enter a new Caretaker Relative and enter the applicant's demographic information and press "Add." This will take you to the "New Grant Details" page. In the "Status" drop down box, click the down arrow and scroll through the list of denials with a reason code after each. Select the most appropriate denial code for the EA group.

For additional information on entering denials in EATS, or for information on other aspects of the system, please refer to EATS training material, on the following web site:

http://www.dwd.state.wi.us/dws/w2/eats/eats_page_one.htm.

EATS GRANT DENIAL REPORTS

The new tracking system produces a Grant Denial Report that tracks the total number of denials by denial reason code. The reports are generated statewide and also by geographical area. The denial reasons that are included in the drop down box and in the EA grant denial reports are listed below.

Denial Reasons tracked in EATS:

- Received a grant within the 36 month time limit
- Received a grant within the 12 month time limit
- Does not meet the EA definition of an emergency
- No eligible dependent children in the group
- No eligible caretaker relative in the group
- Not a resident of Wisconsin
- Income and/or assets exceed need
- Group does not have US citizens or qualifying alien
- Group is in a doubled-up housing situation
- Unable to obtain an apartment within 30 days
- No agreement to stop eviction or foreclosure
- Refused to accept employment/training without good cause
- Does not have a notice to terminate tenancy
- Does not have a documented financial crisis
- Crucial verification was not available
- Applied in wrong geographic area

CONTACTS

BIMA CARES Information & Problem Resolution Center

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Note: Email contacts are preferred. Thank you.